

2006/2007 TECHNICAL ASSISTANCE PLAN FOR HIV CARE AND SUPPORTIVE SERVICES

The STD/HIV Division will provide technical assistance to funded HIV Care and Service Contractors for both administrative and programmatic activities. Technical assistance will be provided and/or coordinated by Division staff. Technical assistance needs will be identified through regular site visits and specific requests.

Specific areas of technical assistance will include:

- Monitoring of contract objectives.
- Assistance in planning, implementing, and evaluating HIV care and services.
- Assistance and training in the development and implementation of individual client service plans and other client service and case management issues.
- Assistance with coordination of community networking and collaboration activities.
- Assistance with the development of effective organizational infrastructure.
- Assistance with appropriate staff capacity building.
- Dissemination of federal and state policies and procedures.
- Linking with Division, DHEC, and/or national training and technical assistance resources.
- Other areas relevant to the HIV care and services contracts as well as in response to request for assistance.

Lead contractors will be offered opportunities for technical assistance in areas of weakness. Those that do not adequately meet their contract requirements may jeopardize future funding.

The following Technical Assistance (TA) Plan is for lead agencies/contractors for the HIV Care and Services and any subcontractors.

Yearly Contract Review and Funding Allocation

Dates – Beginning of last quarter before annual renewal.

Purpose – To review contracts to be awarded/amended in upcoming fiscal year.

Content –

- Review quarterly reports, site-visit/technical assistance reports and proposed budget.
- Review epidemiological data and needs assessments.
- Conduct, if necessary, additional site visits.
- Review the Contractor's performance/accomplishments and determine if contract will be continued for the following year, and the funding level.
- Provide appropriate information to Health Services Administration contracts staff to forward to state procurement for contract amendments and continuation process.

Responsible For – JoAnn Lafontaine/Lynda Kettinger
Assisted By – Noreen O'Donnell/ John Middlebrook
Participant(s) – Consortia Lead Contractor and Division Staff.

HIV Care and Services Contractor's Guidelines

Distributed – At Peer Review meetings; new contractor orientation; or as needed.

Purpose – To provide written documentation of administrative and programmatic responsibilities of contractors funded to conduct HIV care and service activities.

Content –

- Administrative guidelines include contract and invoicing requirements, reporting and audit requirements.
- Programmatic sections include descriptions, requirements, Case Management Guidance and Procedural Statements, Outcome Evaluation and Indicator's information.
- Other references include the *Provide* manual, ADAP guidelines, and Contact List.

Prepared By – Division staff.

Peer Review Meetings

Dates – Peer Review Meeting are 3/9/2006, 6/8/2006, 9/7/2006, and 12/7/2006.

Purpose – To provide a forum for discussion about policy, evaluation and quality assurance mechanisms.

Content –

- Programmatic/administrative updates;
- Assessment of technical assistance training needs; and
- Report back by administrative, case management, and medical sub-committees as needed.

Responsible For – Nancy Raley, Chair

Participant(s) – Required representation from each consortium; DHEC program staff.

Semi-annual Meetings

Dates – Semi-annual meetings are 3/10/2006 and 9/8/2006.

Purpose – To provide a format for presentations/discussion on topics related to HIV care and services.

Contents –

- Programmatic updates, annual planning input/discussions;
- Dissemination of information regarding relevant new Federal and State policies and legislation;
- Discussion of data collection and other program requirements;
- Report back from Peer Review and administrative, case management, and medical subcommittees.

Conducted By – JoAnn Lafontaine

Assisted By – Noreen O'Donnell

Participants – Consortia staff, DHEC staff, and partnering agencies.

Annual Technical Review and TA Site Visit

Dates – Within the grant funded fiscal year.

Purpose – To review organizational capacity, and determine TA needs for the year.

Content –

- Review progress toward accountability measures and review documentation.
- Review Management Structure and Organizational Capacity.
- Review financial documentation for invoicing.
- Review compliance with programmatic requirements.
- Assess TA needs.
- Conduct an exit interview to summarize site visit.
- Develop required actions as necessary.
- Complete a written site visit report describing appropriate accomplishments, findings, identified issues and required actions.

Responsible For – Lynda Kettinger, JoAnn Lafontaine, Noreen O'Donnell, John Middlebrook

Participants(s) – Consortium Executive Director, other appropriate consortium participants, and DHEC consultant staff (as appropriate).

On-Going Technical Assistance Visits

Dates – Throughout the year, as needed.

Purpose – To provide on-going technical assistance.

Content –

- Review contract objectives, quarterly reports, and statistics.
- Review documentation for expenditures and invoicing.
- Review TA needs.
- Provide specific TA based on identified needs.
- Written documentation of overall impressions of program including recommendations for areas that need improvement.
- Exit interview to summarize site visits.

Conducted By – JoAnn Lafontaine, Noreen O'Donnell and John Middlebrook

Participant(s) – Consortium staff as needed.

On-Going Technical Assistance Visits

Dates – As needed.

Purpose – To provide additional technical assistance to contractors found to be in need of improvement during the annual and/or on-going reviews.

Content –

- Review of documentation of areas that have found to be in need of improvement.
- Review of implementation and follow-through of required actions.
- Additional written documentation and recommendations for areas that continue to need improvement and progress toward improving areas of weaknesses.

- Exit interview to summarize site visit.
- Complete a written site visit report to document contractor's efforts.

Conducted By – JoAnn Lafontaine, Noreen O'Donnell, John Middlebrook and consultant staff as needed.

Participant(s) – Consortia staff as needed.

Review of Documentation and Expenditure Data Reports

Purpose – To review on-going documentation and expenditure reports.

Content –

- Review quarterly and year-end reports.
- Review invoices submitted to Health Services.
- Review budget spreadsheets documenting correlation between proposed budget, monthly invoices, and quarterly financial reports.
- Review other reports and information requested, as needed.

Conducted By – Noreen O'Donnell, JoAnn Lafontaine, and John Middlebrook

Participant(s) – Division staff, contractors, and Health Services Administration staff.

Quality Assurance/Direct Observation Visits

Dates – On-going

Purpose – To conduct an external review of care and services activities. To assess the quality of currently contracted HIV care services activities.

Content –

- Direct observation of case management activities, and
- Conduct medical chart review to determine standard of care and provider training needs.
- Facilitate case management chart review through the case management sub-committee of Peer Review.

Conducted By – Division staff including Noreen O'Donnell and Wayne Duffus/Consortia staff.

Participant(s) – Consortia staff, local public health districts, Division staff, and Consultant staff.

Fall STD/HIV Educational Meeting

Dates – October 2006

Purpose – To provide education opportunity in the areas of prevention and treatment of HIV and STDs in South Carolina.

Conducted by – Conference Planning Committee includes a diverse group of professionals and concerned citizens.

Participant(s) – Providers of care and services and prevention for HIV and STDs.

CORRECTIVE TECHNICAL ASSISTANCE PLAN (CTAP)

The STD/HIV Division will provide targeted technical assistance and monitoring to contractors out of compliance through the use of a corrective technical assistance plan (CTAP). A contractor may be placed on a CTAP when any of the following conditions are present:

- OMB audit is overdue, if required.
- The contractor fails to submit quarterly reports and data by the designated deadline after two or more quarters.
- The contractor fails to submit accurate, complete data by the designated deadline after two or more quarters.
- The contractor fails on two or more occasions to attend or send a representative to the required Peer Review meetings.
- The contractor fails to invoice in a timely manner relative to expenditures
- The contractor fails to provide adequate documentation of expenditures upon review or request.
- The contractor fails to provide adequate documentation of client eligibility upon review.

An agency placed on CTAP will receive written notice of specific areas of programmatic/administrative weakness, in addition to technical assistance plan with specific recommendations outlining steps to improve areas cited. Follow-up technical assistance site visits may be conducted in order to assess the contractor's ability to resolve deficiencies. Contractors that do not resolve or adequately address deficiencies may jeopardize future funding with the Division.

GRIEVANCE PROCEDURE

Grievance complaints fall into three categories: **1) Client complains about access to or quality of services; 2) Consortium member or community member complains about consortium processes or decisions; and 3) Agency appeals of funding decisions.**

1) Client complains about access to or quality of services:

- a) Client/volunteer must first attempt to resolve the difference directly with staff member in question.
- b) If unresolved, client/volunteer may then meet with staff member's supervisor to review the complaint. At this meeting the staff member, client/volunteer and the appropriate supervisor meet to attempt to resolve the situation.
- c) If issue remains unresolved, the client/volunteer may then request in writing a meeting with the Executive Director.
- d) The Executive Director meets with all parties involved after receiving a written report from the supervisor of what has happened thus far.
- e) If unresolved, the client/volunteer may then file a written grievance to the Executive Director to be forwarded to the Board of Directors for review.

- f) If issue is still unresolved, the client/volunteer may then write or call:
Ryan White Program Manager
South Carolina Department of Health and Environmental Control
STD/HIV Division
1751 Calhoun Street
Columbia, SC 29201
803-898-0752
- g) In the event that the program manager cannot resolve the issue, she/he will review the concern with the STD/HIV Division Director and management team, determine the appropriate response and communicate that response either verbally or in writing.

2) Consortium member or community member complains about consortium processes or decisions:

- a) Consortium member or community member presents complaint to Executive Director in writing.
- b) If unresolved, the consortium member or community member may then file a written grievance to the Executive Director to be forwarded to the Board of Directors for review.
- c) If issue is still unresolved, the client/volunteer may then write or call:
Ryan White Program Manager
South Carolina Department of Health and Environmental Control
STD/HIV Division
1751 Calhoun Street
Columbia, SC 29201
803-898-0752
- d) In the event that the program manager cannot resolve the issue, she/he will review the concern with the STD/HIV Division Director and management team, determine the appropriate response and communicate that response either verbally or in writing.

3) Agency appeals of funding decisions:

- a) Agency presents complaint to Executive Director in writing
- b) If unresolved, the agency may then file a written grievance to the Executive Director to be forwarded to the Board of Directors for review.
- c) If issue is still unresolved, the client/volunteer may then write or call:
Ryan White Program Manager
South Carolina Department of Health and Environmental Control
STD/HIV Division
1751 Calhoun Street
Columbia, SC 29201
803-898-0752
- d) In the event that the program manager cannot resolve the issue, she/he will review the concern with the STD/HIV Division Director and management team, determine the appropriate response and communicate that response either verbally or in writing.

COMPLAINT FORM

Client Name _____ Date _____ Time _____

Address _____

Phone Number _____ Notifier _____

Nature of Complaint (Use Back if more space is needed) _____

For Internal Use

Taken By: _____

Complaint Referred to: _____ Date: _____

Action Taken (Use back if more space is needed) _____

Administrative Comments _____

Administrative Representative Signature

Date